

City of Tampa

E-mail Access Policy

MISSION STATEMENT

The primary purpose of e-mail access is to support and enhance the communication capabilities of the City and to encourage electronic communications and sharing of information resources within the system, with other electronic mail users and the public at large.

GENERAL POLICY AND GUIDELINES

It is a general policy of the City that electronic mail access be used for business purposes only and in a responsible, efficient, ethical, and legal manner in accordance with the mission of the City. Failure to adhere to this policy and its guidelines below may result in suspending or revoking the offender's privilege of e-mail access by the City as well as lead to disciplinary actions.

GUIDELINE I: Acceptable uses of e-mail are only those activities that enhance the ability of the user, increase their productivity and provide opportunities for efficient communications. Email users are encouraged to develop uses which meet their work related performance objective needs.

GUIDELINE II: Unacceptable uses of e-mail include:

1. Violation of laws, regulations, departmental or City policy;
2. Using profanity, obscenity, or other language which may be offensive to another person;
3. Using the network for personal reasons or for any commercial or illegal activity;
4. Deliberate attempts to degrade or disrupt system performance may be viewed as criminal activity under applicable state and federal law.

GUIDELINE III: Employees are responsible for learning proper techniques and standards for participation and for understanding that if they misuse e-mail, they will lose their access and may incur administrative disciplinary actions. Particular concerns include issues of privacy, Email etiquette, computer viruses, etc.

GUIDELINE IV: The person in whose name access is issued is responsible at all times for its proper use.

E-MAIL ETIQUETTE

1. Treat e-mail as a formal communication tool just as you would the telephone, radio, video and written communications media. You are responsible and accountable for your actions and communications using e-mail.
2. Understand that E-mail messages and other transfer of information via the Internet will adhere to Florida Records Retention Laws through message logging by the Technology and Innovation Department.
3. When composing long E-mail messages save drafts frequently.
4. Make your "subject line" as descriptive as possible. A salutation after your "subject line" and before your message can be used to convey a sense of personal acknowledgment.
5. Appending your name at the end of the message is also considered good etiquette. If communicating with someone outside the system it is appropriate to sign your name and include your E-mail address.
6. Acknowledge that you have received a document or file someone has sent you.
7. Check your E-mail at least once or twice a day. Delete read Email regularly. Do not use the E-Mail server as a filing cabinet for out of date communications.
8. When sending a file, give as much information as possible; length, type, contents, and be considerate of the other party's storage capacity, which may be limited or in some cases provided at a fee.
9. Be respectful and responsive with whom you are communicating. When answering the public, always ensure a proper and timely response is provided even if given by other individuals within the City.
10. Do not be vulgar or offensive. Electronic text allows no context clues to convey shades of irony, sarcasm, or harmless humor.
11. Protect others privacy. Warning! Internet E-mail communications are not secured and confidential information should not be used, sent, or attached as files for distribution purposes.
12. Do not share your password with anyone.
13. Observe standard copyright restrictions; they are the same as for printed materials.
14. Be careful not to spread computer viruses. Do not click on an email attachment unless you know the sender and were expecting the file.
15. Do not use capital letters as the standard form of the message. Using 'all caps' is the e-mail equivalent of SHOUTING!
16. Get training if you need it and stay current with new tools.

SUMMARY

City use of e-mail is a privilege granted to enhance the ability of the user, increase productivity and provide opportunities for efficient communication. As a privilege, it must be understood and used with these goals in mind. As previously stated, improper use will result in the cancellation of e-mail access and may lead to disciplinary action.

Internet Email Access

Currently, every Outlook email user has access to Internet Email. Below are some brief instructions on usage:

TO SEND: To send a message out to the Internet just enter the user's email address in the TO: field. EX: johnstudent@xyz.com

Attachments - will work in most cases. The receiving end must have the ability to extract the file and must have the proper viewers. Just like the cautions we issued for attaching files to users under Outlook, the same issues apply to sending and receiving files to the Internet. Sending and receiving files to and from the Internet is a single thread process much like the delivery of files across our network. A single large file could hamper operation. Therefore GoAnywhere has been implemented and is available upon request, for sending attachments that exceed our established Outlook thresholds.

TO RECEIVE:

The primary Internet email address for non- tampa convention center personnel is:

Firstname.Lastname@tampagov.net (name as listed in Outlook email system)

The primary internet email address for tampa convention center personnel is:

Firstname.Lastname@TheTampaCC.com (name as listed in Outlook email system)

OTHER ISSUES: There are many services out on the Internet that can cause problems. One such service is known as a List Server. These servers allow you to signup to receive automated messages. You simply enter your email address or in some cases send them a message with a subject like "Join" and they take your address and load it into their database. At regular intervals they will send you email. They are used like newsletters. The problem comes from what is known as 'Spamming'. It is the Internet Email equivalent of Junk Mail. Your address is shared with another list server and pretty soon your mailbox fills with messages. Unlike regular postal mail it doesn't cost a company anything to send it to you, nor are there any laws in place (at this time) preventing anyone from 'Spamming'. Please use caution when giving your email address to someone (or something).